



**deti**

universidade de aveiro  
departamento de eletrónica,  
telecomunicações e informática

# BABYSITEASE

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IHC 2022/2023  
Assignment 2  
Final Presentation and Demo  
Lab Class: P3

# Introduction

## Context

- Busy lives of modern society
- Modern problems, modern solutions

## Motivation

- A Platform as specific as this one does not exist
- Babysitting is in increasing demand

# Objective

**Design an application that allows  
babysitters to better manage their  
professional life**

# Personas



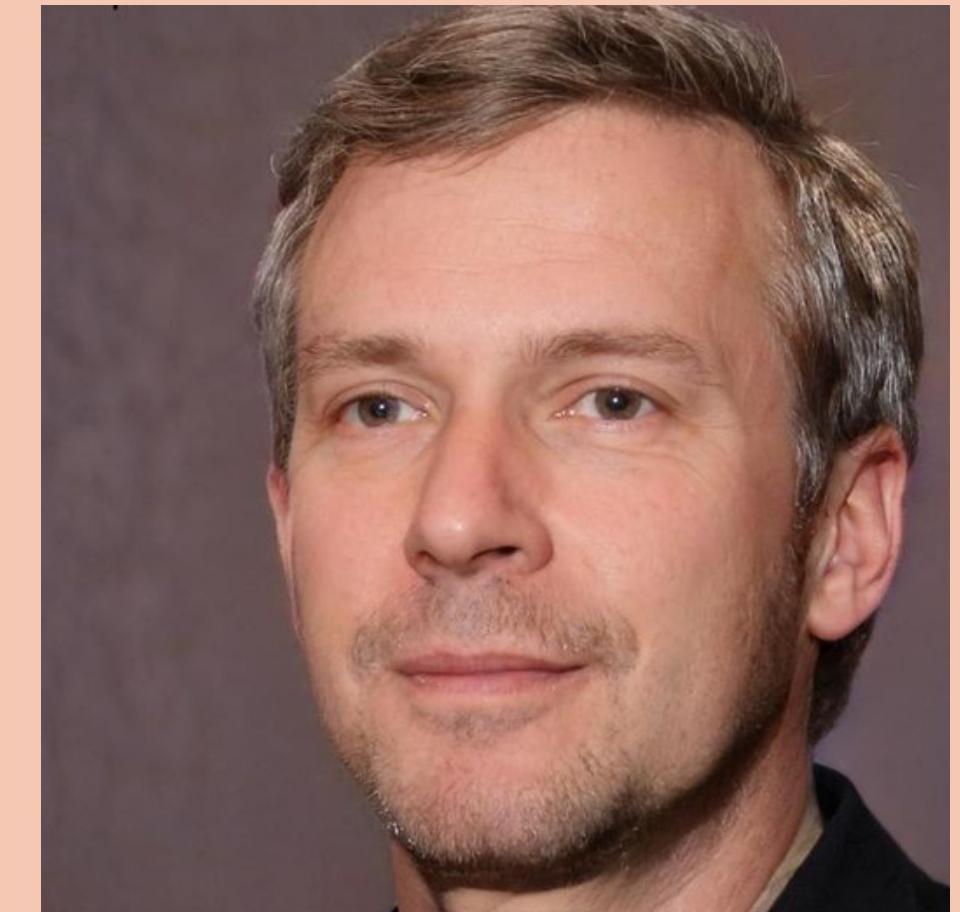
# Persona 1

- **Name:** Beatriz
- **Age:** 30
- **Gender:** Female
- **Job:** Babysitter
- **Background:** Beatriz has a background in childhood education and has been working as a babysitter for 5 years.
- **Motivation:** Do the best job she can and ensure that the children in her care are happy and safe.
- **Objectives:** To have better control over her schedule and professional activity.Improve communication with the parents and understand their expectations
- **Needs:** An easier way to manage her professional life



# Secondary Persona

- **Name:** João
- **Age:** 45
- **Gender:** Male
- **Job:** Engineer
- **Background:** João has a 6-year-old child called Ana. João spends a lot of time away from his house because of work.
- **Motivation:** João wants to ensure that Ana receives quality care and personalized attention when he is not home.
- **Objectives:** To ensure that the babysitter is informed about their children's preferences, needs and particularities.
- **Needs:** A simple and efficient way to provide feedback and make specific requests to the babysitter in real time.  
Receive real time updates of his child



# Secondary Persona 2

- **Name:** Ana
- **Age:** 6
- **Gender:** Female
- **Background:** Ana is João's child. She regularly has the company of Beatriz
- **Motivation:** Ana wants to have fun and feel safe when her father is not around.
- **Objectives:** Ana seeks a babysitter who can provide engaging and age-appropriate activities
- **Needs:** Ana needs a babysitter who can create a nurturing and stimulating environment for her.



# **Scenarios and Tasks**

# Scenario 1

## Adding an appointment

### to work schedule

#### Context

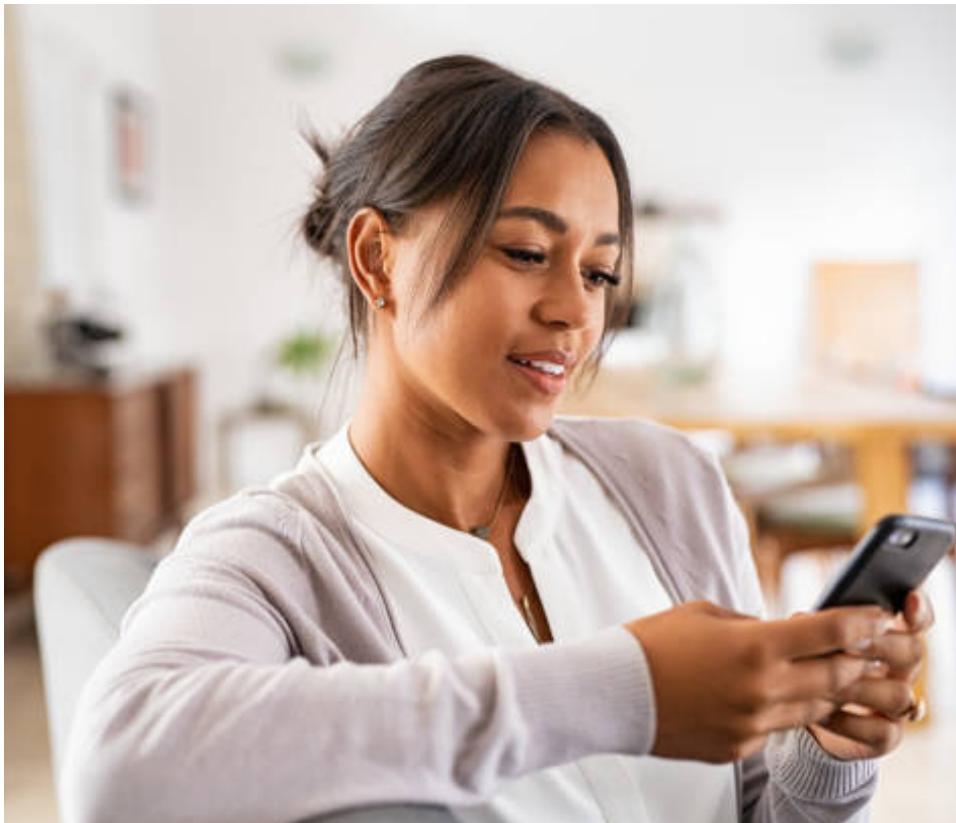
- Beatriz has several clients and needs to keep her schedule organized and up to date
- She just received a message from João to ask if she is available on May 31 between 06:30 and 08:00 to take care of Ana
- She is available and wants to add the appointment to her schedule

#### Description

- Beatriz uses the platform to add the appointment
- She takes care to input the correct information

# Task 1

## Adding an appointment on May 31 from 06:30 to 8:00



### Decomposition

- **1.1** Open the work schedule
- **1.2** Select the day 31 of May
- **1.3** Begin the process of adding an appointment
- **1.4** Select the correct client (Ana)
- **1.5** Input the correct start and end time
- **1.6** Save the appointment

# Scenario 2

## Add a new Insect Allergy

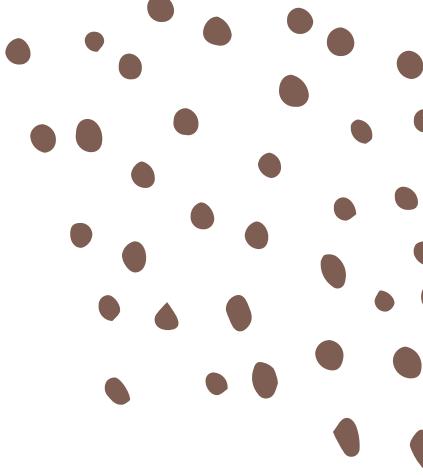
### to Ana's information page

#### Context

- Beatriz has just been informed that Ana has an allergy to insects
- She was not aware of this information previously

#### Description

- Ana uses the platform to add the allergy to Ana's information page
- The platform helps Beatriz to remember important information regarding her clients



## Task 2

### Add a new Insect Allergy to Ana information

#### Decomposition

- **1.1** Open the client information page
- **1.2** Select the correct child (Ana)
- **1.3** Open the allergy section
- **1.4** Write the new allergy
- **1.5** Save the new information

# Scenario 3

## Message John to say that Ana liked the food she made

### Context

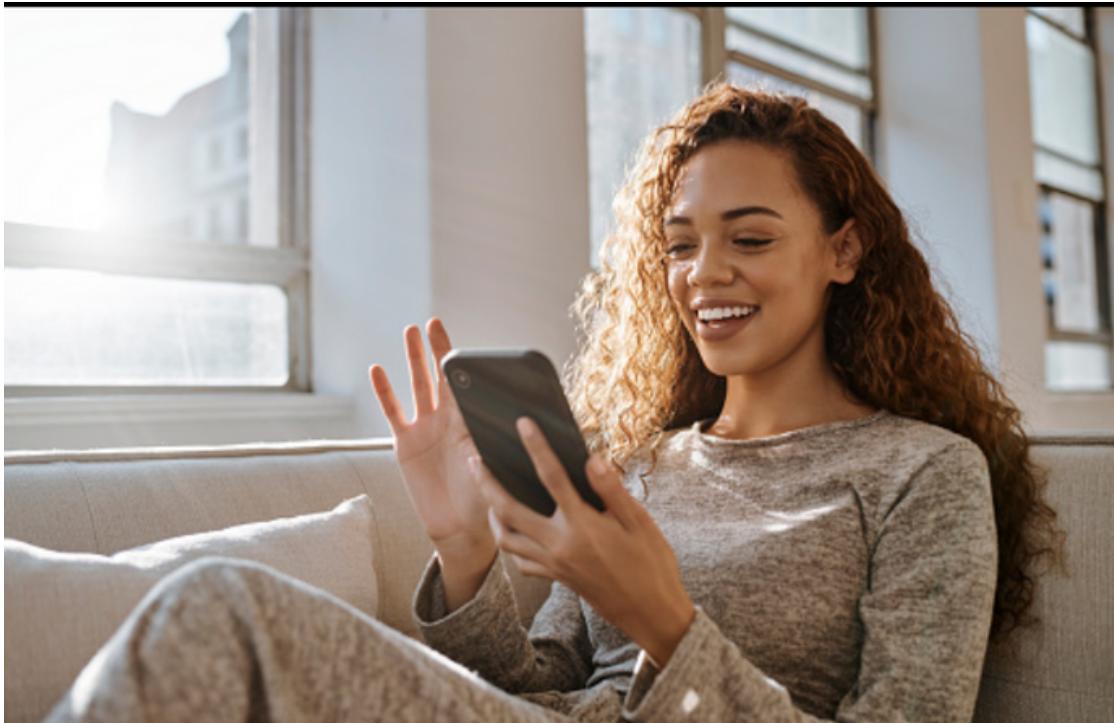
- Beatriz wants to say to João that Ana really liked eating pancakes for breakfast

### Description

- Ana uses the platform to give real time feedback to João
- She texts John saying how much his daughter appreciated the breakfast

## Task 3

Message John to say that Ana liked to eat pancakes for breakfast



### Decomposition

- **1.1** Open the conversations page
- **1.2** Select the correct caregiver
- **1.3** Send the message

# Requirements Analysis

## Functional Requirements

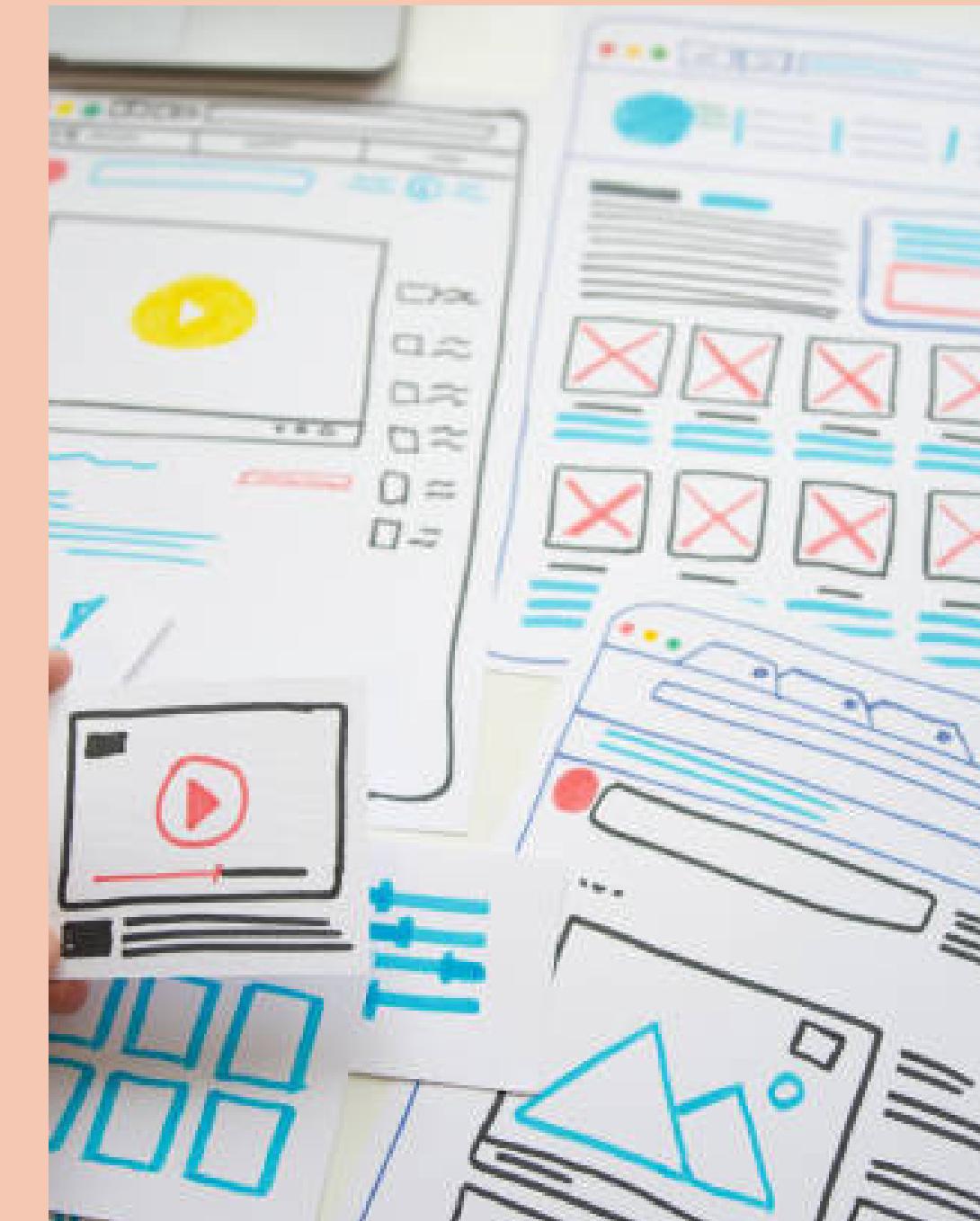
- Schedule Management System  
Add, remove, view, edit
- Children's information management  
Add, remove, view, edit
- Communication between babysitters and caregivers  
in real-time  
Text message

# Requirements Analysis

## Non Functional Requirements

- Intuitive
- Responsiveness
- Security and privacy
- Performance
- Universal (as much as reasonably possible)

# Usability Tests and Prototype



# Usability Tests

## Why

- User-Centric Design
- Identify User Needs
- Improve User Experience
- Validate Design Decisions

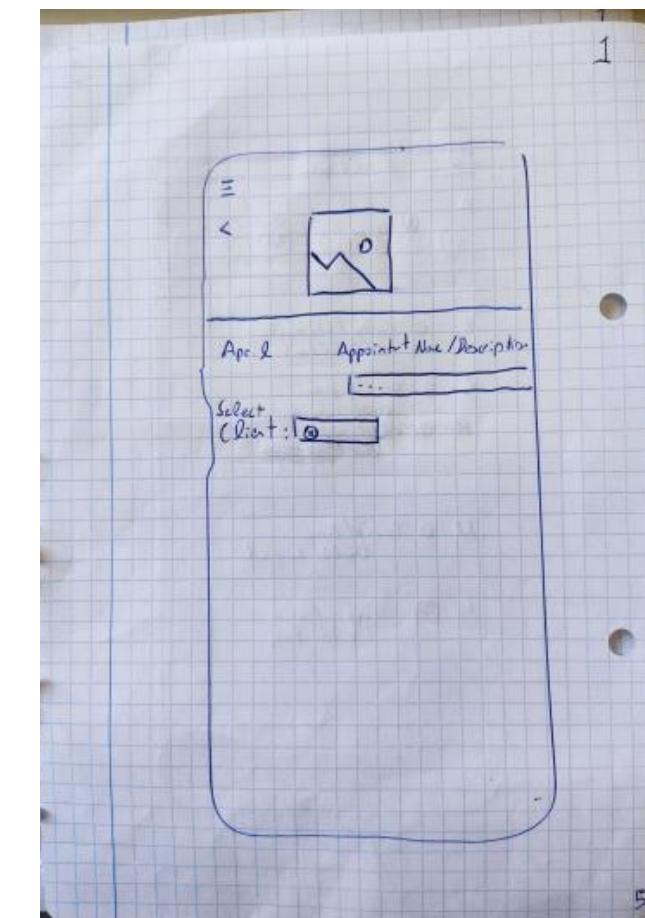
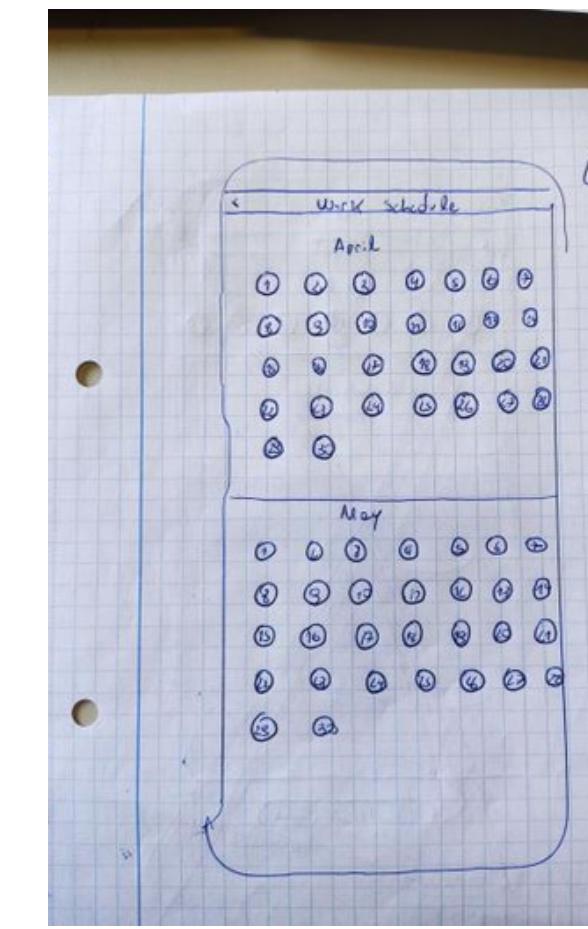
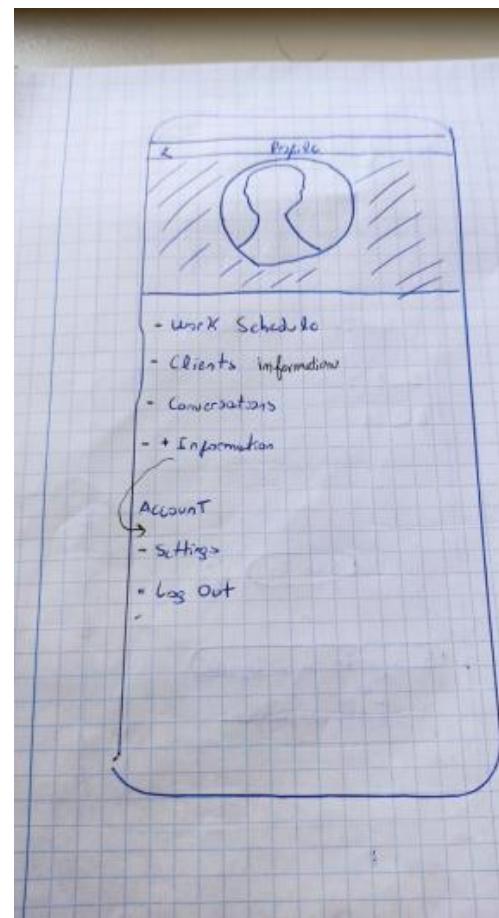
## Participants

- We used the previously discussed scenarios and tasks
- 6 Participants took on the role of Beatriz
- Participants had a very high degree of expertise with technology (in general)
- Low expertise regarding aspects related to the profession of babysitting

# How did we test?

## Paper prototype

- Cheap
- Easy to change



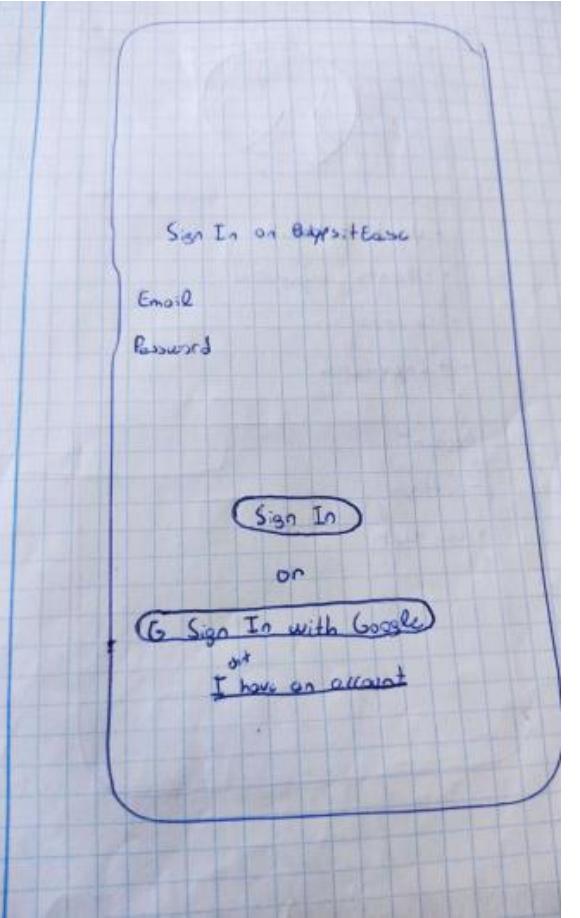
# User Evaluation



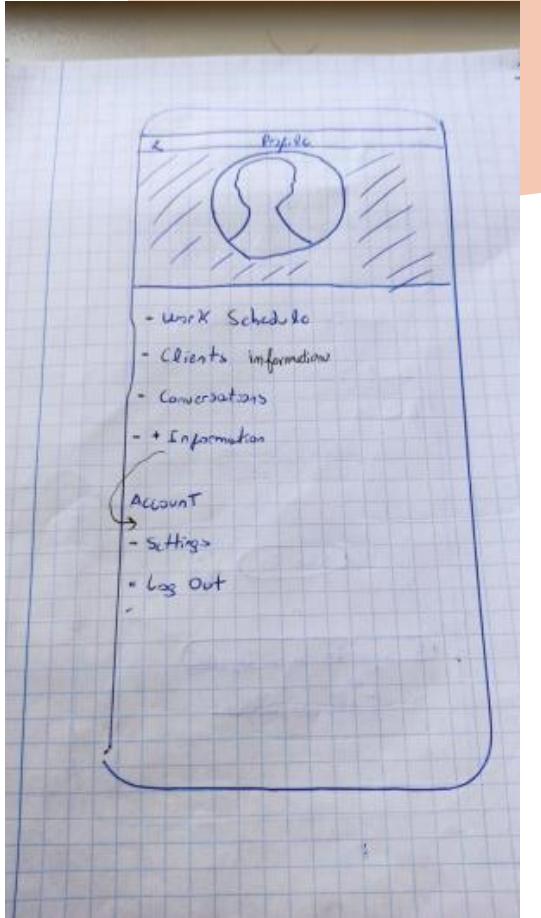
# Task 1 Stats

User	Time	Nº of Errors	Assessment
1	39	3	3
2	18	0	4
3	25	0	5
4	19	0	5
5	32	1	4
6	26	0	5

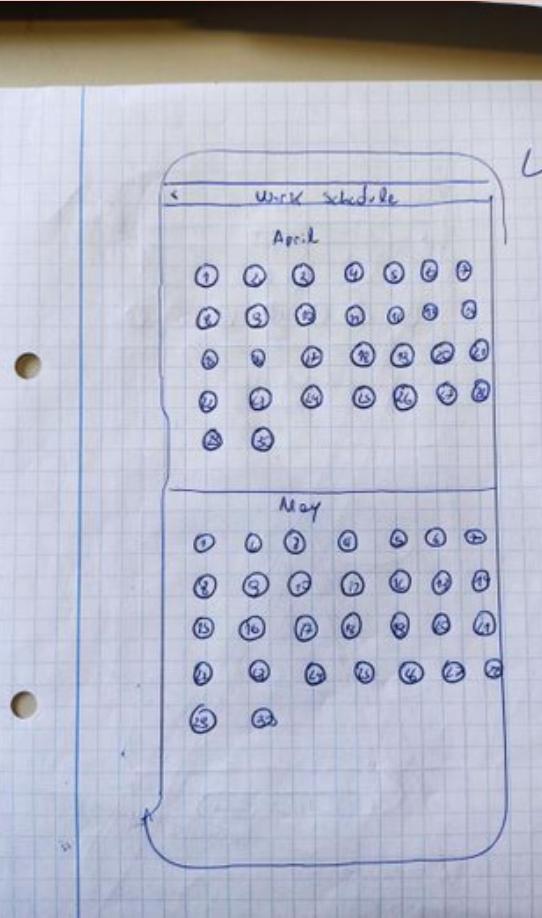
# Task 1



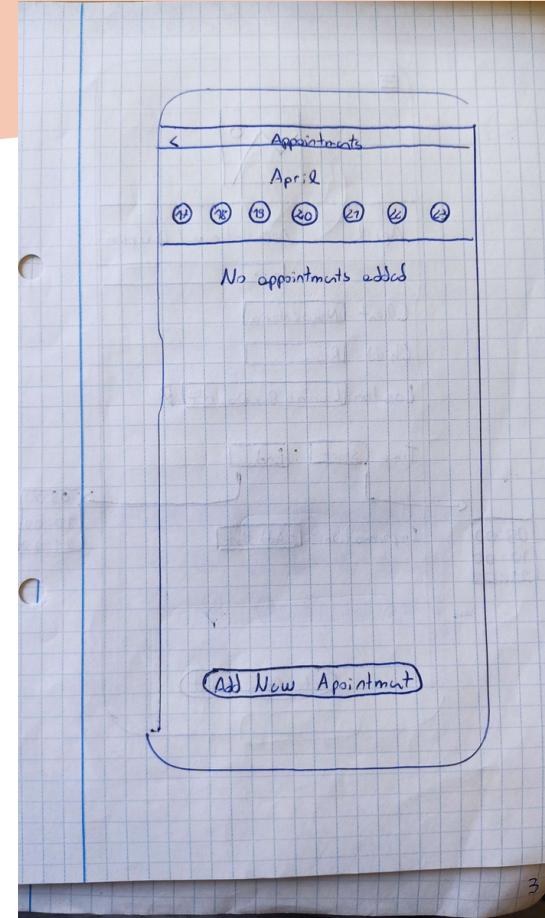
1



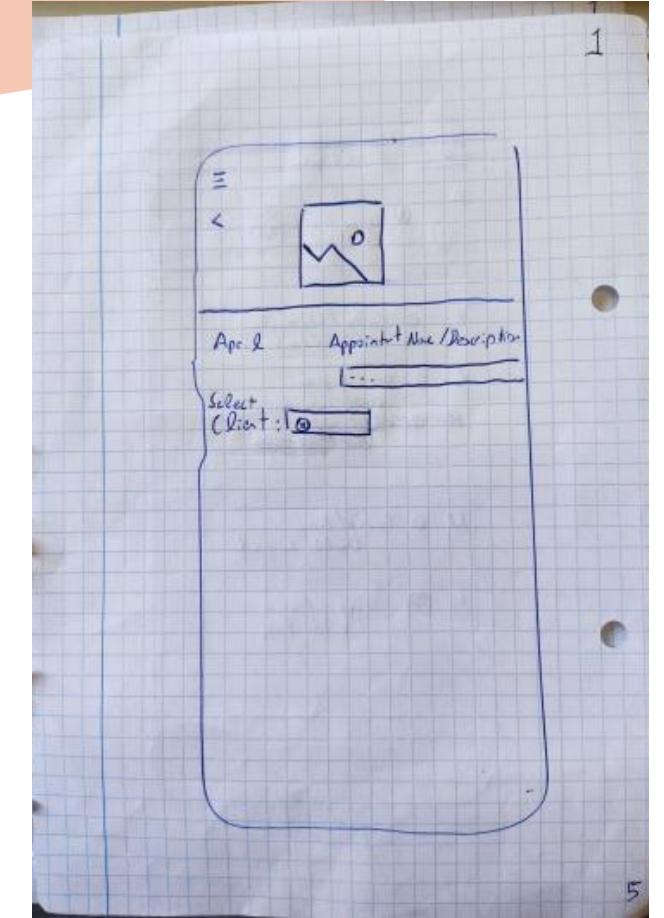
2 -> Errors and slow



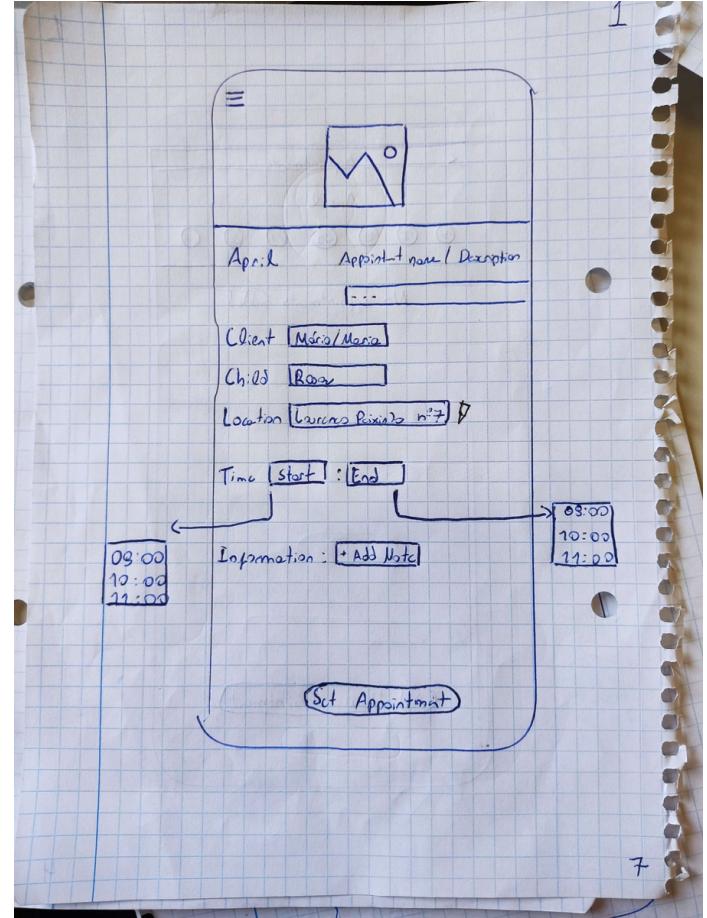
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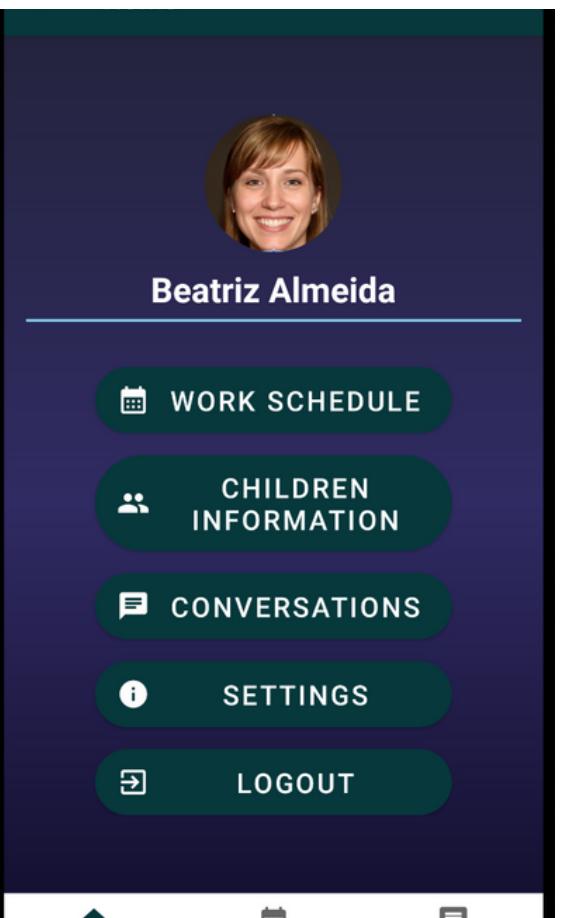
4



5 - Error



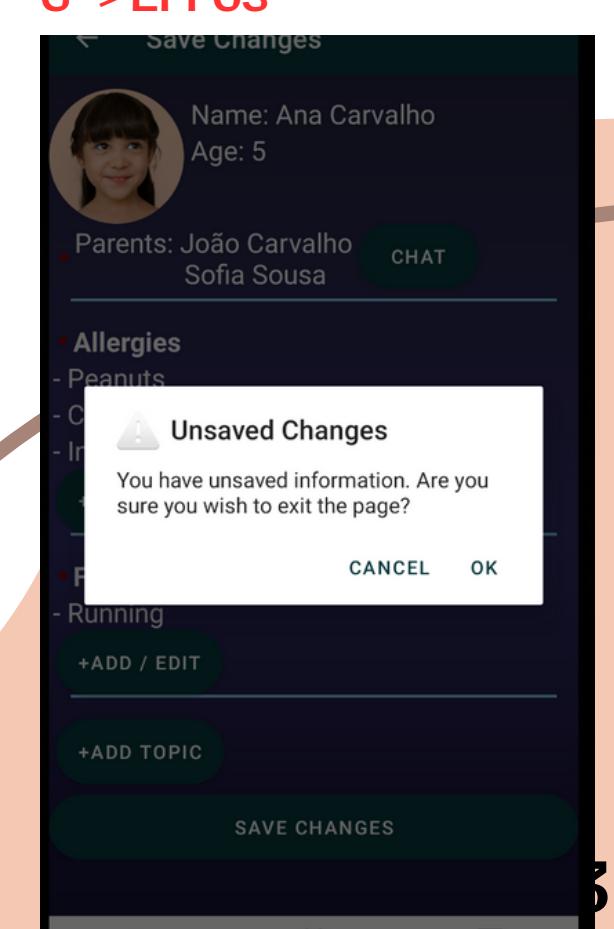
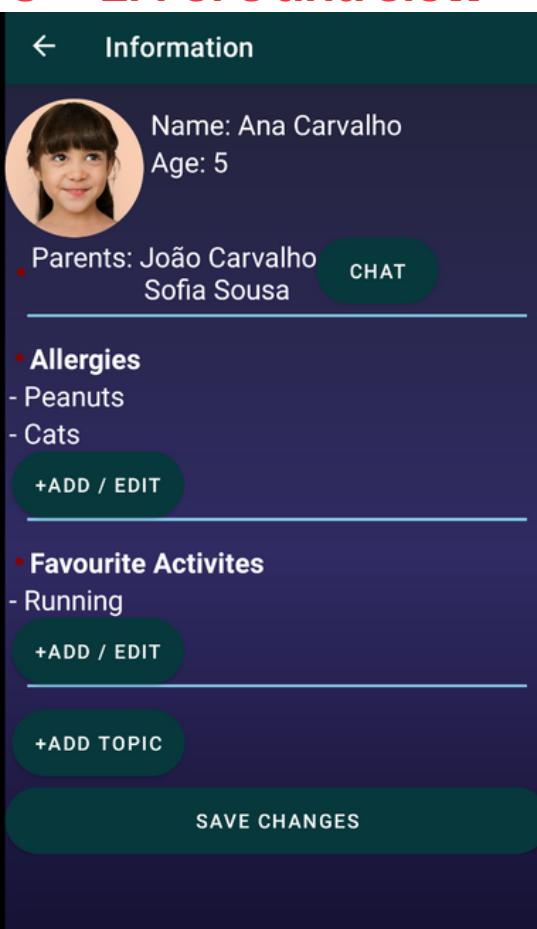
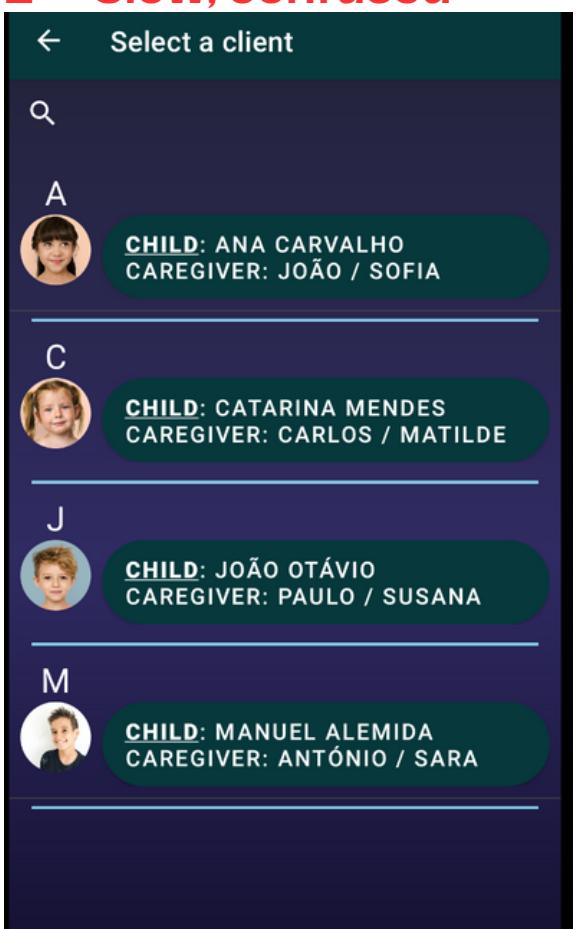
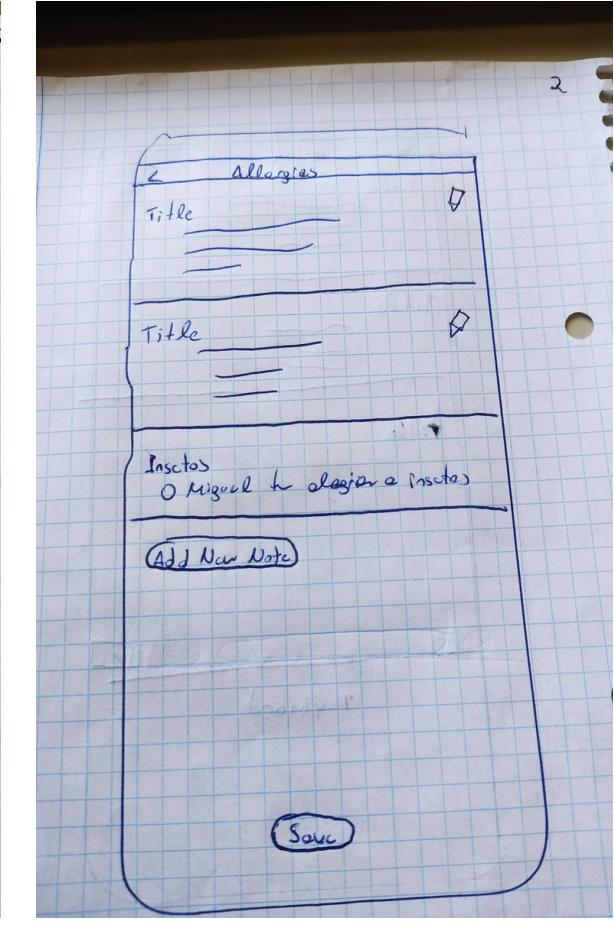
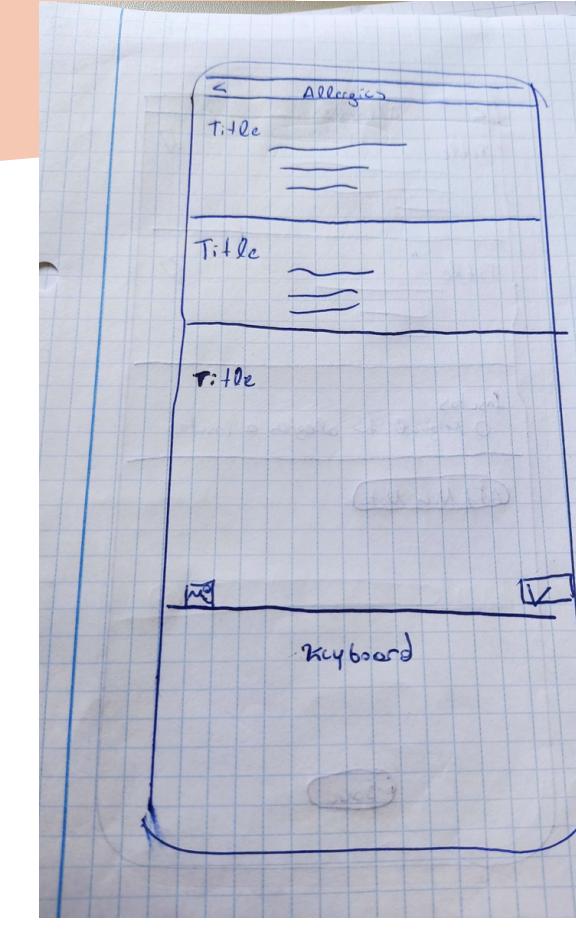
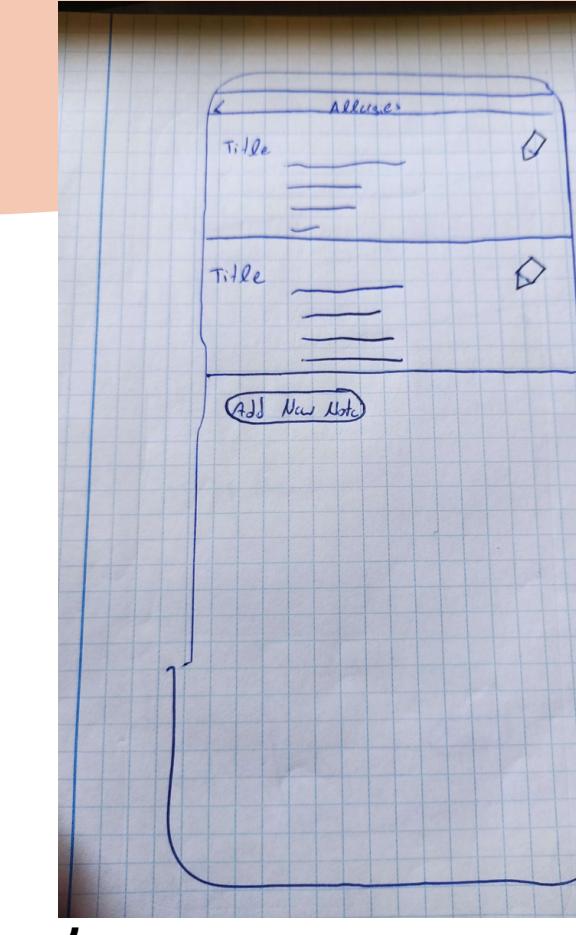
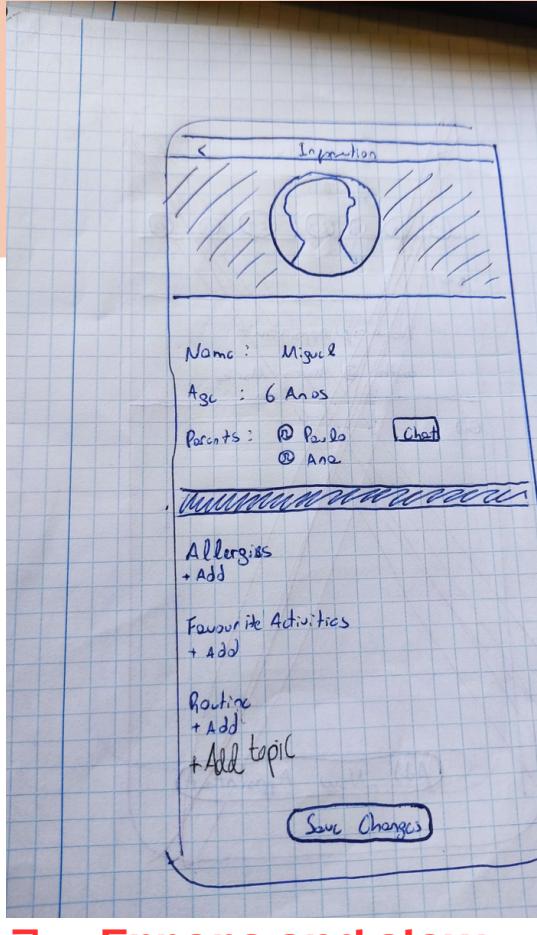
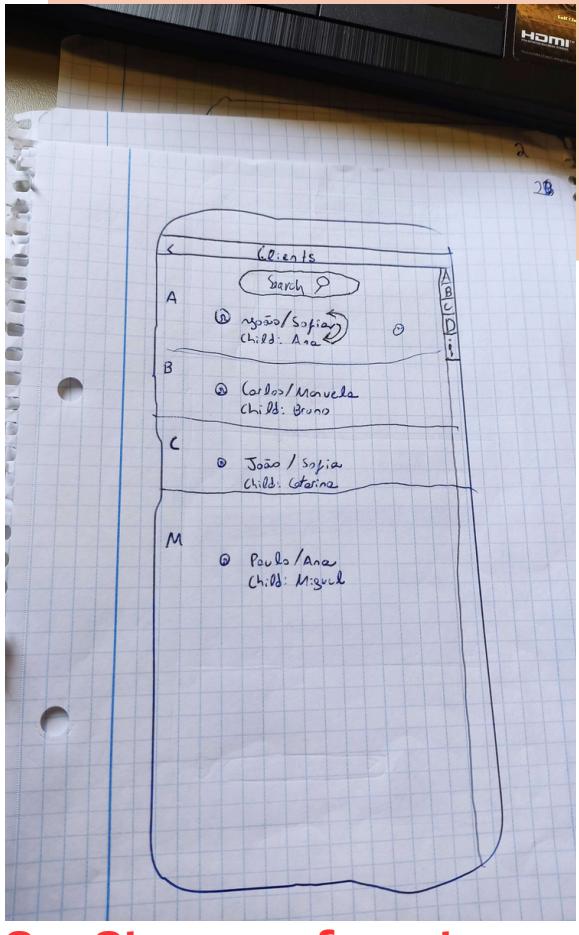
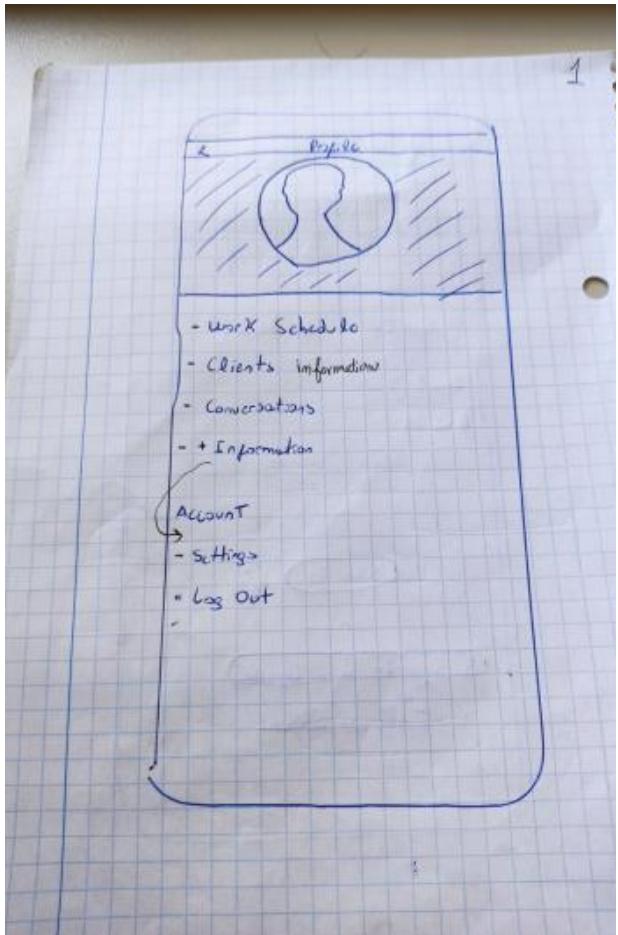
6



# Task 2 Stats

User	Time	Nº of Errors	Assessment
1	35	0	5
2	40	1	4
3	37	0	5
4	41	1	4
5	42	1	4
6	32	0	5

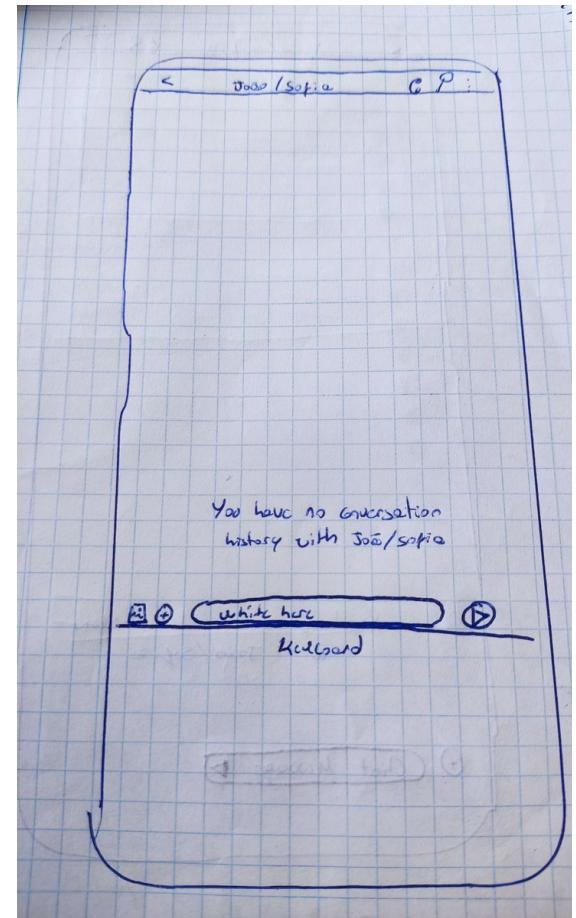
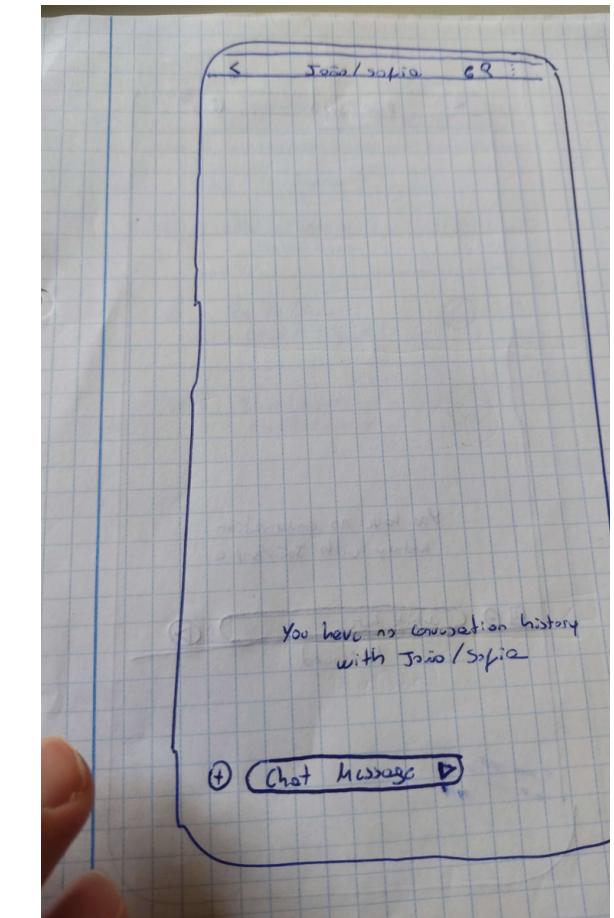
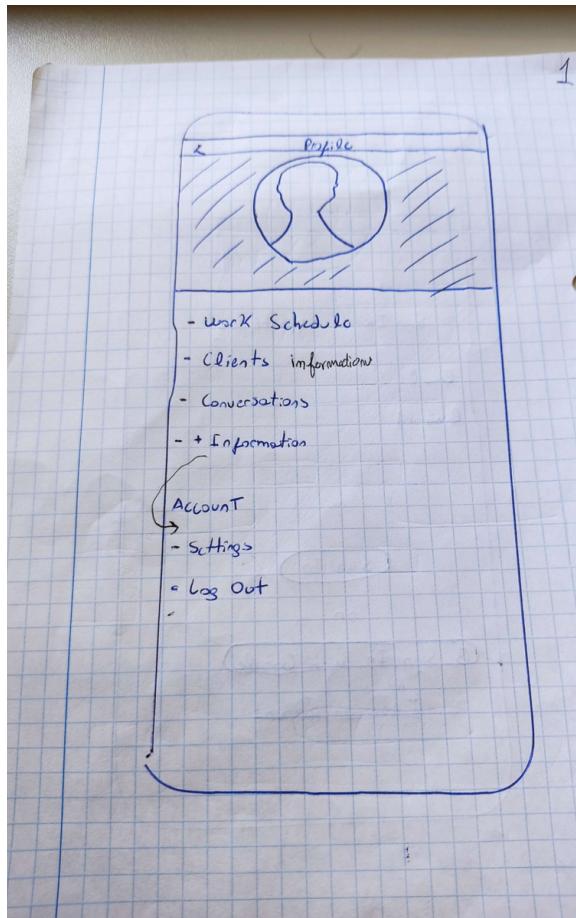
# Task 2



# Task 3 Stats

User	Time	Nº of Errors	Assessment
1	16	0	5
6	15	0	5
2	18	0	4
3	17	0	5
4	20	0	5
5	21	0	5
6	16	0	5

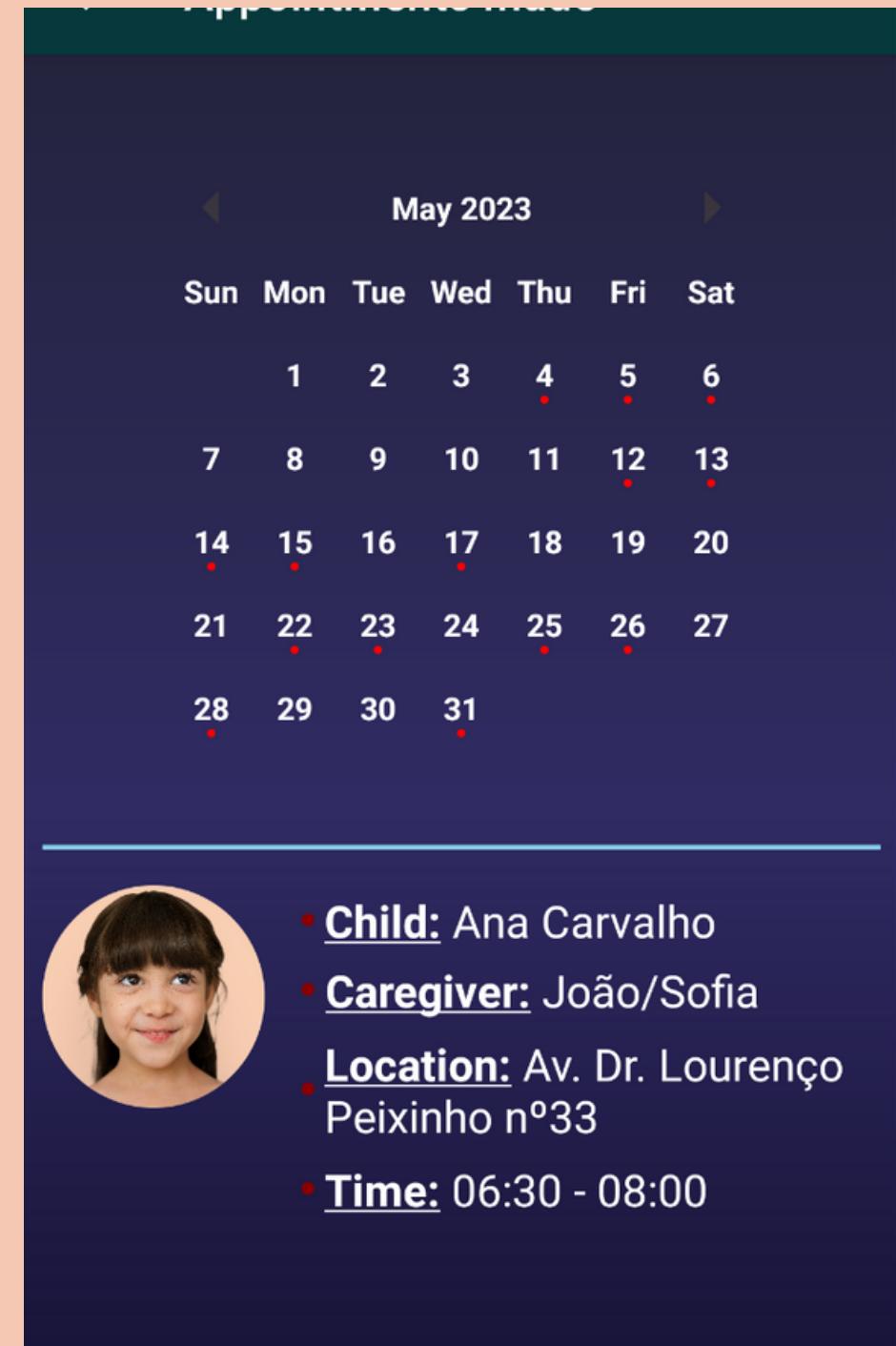
# Task 3



# Results

Task	Average Time	Average Assessment	Nº of Errors
Task 1	28.875	4.325	4
Task 2	34.125	4.75	3
Task 3	15.275	4.875	0

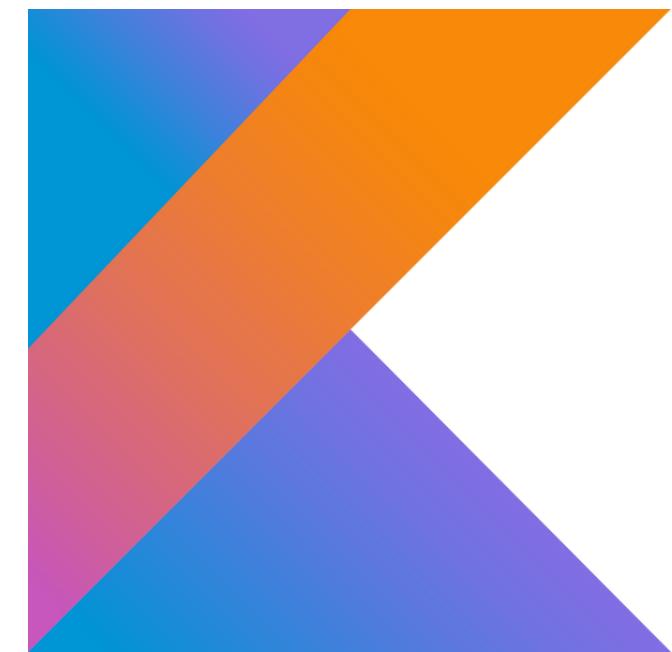
# Functional Prototype



# Results

Task	Average Time	Average Assessment	Nº of Errors
Task 1	28.875	4.75	0
Task 2	34.125	4.875	1
Task 3	15.275	4.875	0

# Technologies



# Demonstration

# Future Work

- Add powerful backend
- Support more features
  - -Video chat, account support, troubleshoot section, faq

# Conclusions

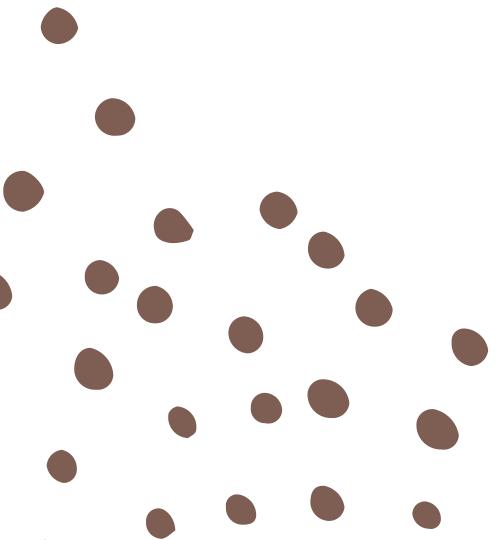
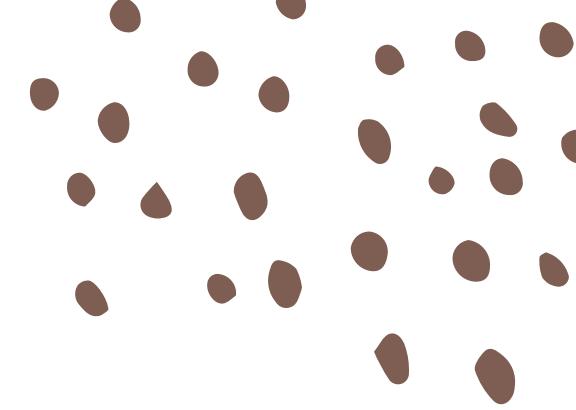
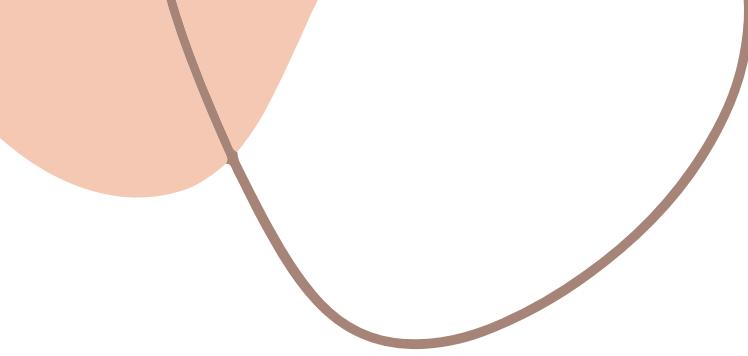
- User centric design is important
- Testing design concepts is important
- A good interface is essential for a digital product

Percentages of work:

Gonçalo - 40 %

José - 35 %

Gustavo - 25 %



# Thank you